



City of San Bruno

NOTICE TO RESIDENTIAL UTILITY CUSTOMERS

The rates for water, wastewater, and garbage services increased on July 1, 2003, and are reflected on current utility bills.

Both water and wastewater rate increases are necessary to address the current and future capacity demands on each system. In 2001, the City contracted with a professional engineering firm specializing in utility rate structures to assess future demands on the water and wastewater systems and the City's financial ability to maintain and expand service to meet higher demands. On August 14, 2001, the City Council adopted ordinances setting water and wastewater rates for three years.

WATER SERVICE

To encourage water conservation, a two-tiered rate structure was implemented in 2001 for single-family residential customers. In this tiered structure, single-family residential water customers consuming more than 18 units of water per billing cycle are charged a higher rate for each unit in excess of 18.

All residential customers are assessed a minimum monthly service charge based on meter size in addition to the charges for water consumption. Meters are read approximately every sixty days and display consumption in terms of units (1 unit is equivalent to 100 cubic feet or 750 gallons).

Monthly Service Charges (most residential customers have 3/4" meters)

METER SIZE	3/4"	1"	1 1/2"	2"	4"	6"	8"
MONTHLY FEE	\$7.45	\$11.12	\$22.25	\$35.59	\$71.19	\$138.70	\$246.95

Single-Family Residential Quantity Charge

UNITS CONSUMED	PRICE PER UNIT
0-18 units per billing period (two months)	\$2.55
Each unit in excess of 18 per billing period	\$3.21

Multi-Family Residential Quantity Charge

\$2.67 per unit

WASTEWATER SERVICE

Wastewater services are billed based on average water consumption during the winter months, which best approximates the amount of wastewater generated by a service location.

The City is divided east and west with Interstate 280 (I-280) serving as the dividing line to determine which months are used to calculate the winter average. For service locations west of I-280, the billings generated in January and March are the winter months. Winter months for service locations east of I-280 are the billings generated in February and April. Service location wastewater averages are calculated once per year and remain in effect for 12 months regardless of changes in occupancy.

All residential customers are charged a minimum monthly service fee of \$9.09 and a wastewater average charge, which is equivalent to \$2.77 per unit.

When reviewing wastewater charges remember that the amount billed is based on the previous winter's water consumption at a service location. If the service location experiences a leak during the winter months, the wastewater average will be overstated unless reported to the Finance Department within 30 days of the billing statement demonstrating the leak.

GARBAGE SERVICE

All garbage service charges increased effective July 1, 2003, and the rates for the most common residential toters are detailed below. Please contact the San Bruno Garbage Company, (650) 583-8536, if you have any additional questions.

Toter size	32 GALLON	64 GALLON	96 GALLON
Monthly Rate	\$17.62	\$35.22	\$52.84

FINES AND PENALTIES

Residential customers are billed bi-monthly and payment is due in two equal installments, with any unpaid prior balance added to the first installment. The first payment is due 21 days following the billing date and the second installment is due 41 days following the billing date. The due dates for both installments are indicated on the bill. Failure to make payment by the due dates will cause the account to be delinquent and a penalty of \$10 or 10%, whichever is greater, of the outstanding balance will be assessed. To avoid delinquent charges, please call the billing office (650) 616-7086 to inquire about automatic payment options.

All delinquent accounts are subject to service termination. If an account is terminated, a \$90.00 reconnect fee will be assessed to the customer's account. To reestablish service, the entire past due balance, late penalties, and the \$90.00 reconnect fee must be paid in full.

Any attempts to re-establish water service, as evidenced by water service or damage to the meter, by any person other than an authorized City employee is subject to a \$500 fine for illegal connection.

Customer accounts with checks returned for non-sufficient funds (NSF) will be assessed a \$25.00 fee per occurrence in addition to any delinquent and/or termination penalties that may be necessary as a consequence of the NSF.

This notification has been generated to inform residential customers of new rates effective July 1, 2003, as approved by the City Council. Not all City Council adopted rates or fees have been included in this notification, for more information please refer to the City's Master Fee Schedule available at www.ci.sanbruno.ca.us.

FOR QUESTIONS ...

For questions regarding water or wastewater services or fees, contact:

City of San Bruno Finance
Department: (650) 616-7086

For questions regarding garbage service or fees, contact:

San Bruno Garbage Company:
(650) 583-8536

Chloramine CONVERSION



The City of San Bruno obtains much of its drinking water from the San Francisco Public Utilities Commission (SFPUC). The SFPUC will be switching from chlorine to chloramine disinfection for drinking water. This conversion may occur in either October or February. Please check Cable Channel 11 and the City's website for a specific date. To accommodate this change in the disinfection of water we purchase from SFPUC, the City will also convert its disinfection of local well water to chloramine. With the conversion to chloramine, our customers will continue to receive the highest quality water which meets or exceeds more stringent present and anticipated regulatory standards.

Chloramine is a disinfectant used in drinking water to remove bacteria and viruses. It consists of chlorine and ammonia and is considered a better disinfectant than "free" chlorine. Many Bay Area communities are successfully using chloramine disinfection. Chloramine cannot be removed from water by boiling, or by letting an open container of water stand to dissipate chlorine gas. It can only be neutralized, or removed with specific treatment methods.

FOR MORE INFORMATION CALL (650) 616-7068
OR VISIT OUR WEBSITE AT <http://sanbrunowater.ca.gov>

Information on the website is also available in Spanish, Tagalog and Chinese.